

# Jennalyn Tagala

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## Summary

I am a Jr. Assistant Manager 3/ Marketing Officer in one of the top banks in the Philippines with 13 years of experience in offering, selling and marketing bank products and services. I am able to supervise staff and providing an excellent customer service experience is one of my top priority. To impart my knowledge, skills and acquire experiences that would enrich more of my understanding in this field I have chosen as well.

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## Education

### Bachelor of Science in Commerce Major in Accounting Management

University of Batangas, Batangas City, Philippines

04/2009

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## Experience

### Self-Owned Online Business

Baking and Selling Customized Cakes/ Pastries, 06/2020- Present

### Banco de Oro Universal Bank, Inc.

Jr. Assistant Manager3/Marketing Officer, Batangas City, Philippines

02/2017 – Present

- Responsible for daily operations of the branch's marketing section and assisting the Branch Manager in marketing the Bank's products and services.
- Offering, Selling, and Marketing Account Opening, Short-Long Term Investments, Auto/ Car Loans, Housing Loans, Credit Cards, Personal Loan Applications, BDO Life Insurance, and other bank-related products and services.
- Supervises the overall Marketing Section operations of the branch by promoting the continuous enhancement of quality service, customer handling, accurate processing, and operational efficiency.
- Ensures adherence to prescribed bank policies and procedures, internal control, external regulatory requirements, and compliance to service standards of branch personnel under my supervision.
- Thorough knowledge in Bank's monitoring and compliance including Anti- money Laundering requirement through Know-Your -Customer(KYC).
- Handles the section's personnel requirements, promote branch personnel improvement, advancement, and harmonious work relationship.

### Banco de Oro Universal Bank, Inc.

Marketing Assistant, Batangas City, Philippines

07/2016 – 02/2017

- Responsible for providing service to clients relative to account opening, placements, client inquiries, and after-sales services. Assist marketing officer in selling bank's products and services.
- Ensures correctness and completion of transaction documents used in processing; timely completion of end-of-day transactions and activities.
- Ensures compliance with prescribed bank policies and procedures; internal control and regulatory requirements. Assists in achieving its financial target, performs other duties/ Tasks that may be assigned from time to time.

### Banco de Oro Universal Bank, Inc.

Client Service Associate, Batangas City, Philippines

05/2009 – 06/2016

- Responsible for providing accurate, efficient, and timely processing of over-the-counter transactions pertaining to deposits, withdrawals, payments, foreign currencies, and other miscellaneous transactions.
  - Performs start and end of day banking activities.
  - Ensures compliance with the bank's policies, procedures, and requirements.
  - Provides appropriate customer service to clients of the bank; may include but is not limited to promoting/ offering the bank's products and services.
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## Skills

- Can work under minimum supervision, • Customer Service Oriented, • Capability to Work under Pressure, • Able to Provide a Good Judgement in Problem Solving, • Working with Honesty and Integrity, • Computer Literacy
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## Languages

English, Tagalog